

Known Issues

June 11, 2014 -

- US Topo and Historical Topo products that are paused and resumed during download will not show a “Completed” status and will display the number of bytes downloaded as greater than the filesize. These files are being downloaded in their entirety and are valid. This is caused by the server (ims.er.usgs.gov) not being able to accept a range of bytes to download. **Resolved V0.8-beta-r262**
- Orthoimagery products that are paused and resumed during download will not show a “Completed” status and will display the number of bytes downloaded as greater than the filesize. These files are being downloaded in their entirety and are valid. The server (tdds.er.usgs.gov) indicates it can accept downloading a range of bytes in the http header. It still returns the entire file even when a range has been submitted. **Resolved V0.8-beta-r262**

June 30, 2014 :

- Open Folder and customer support email link features do not work when running the application through web start. The jar file does allow both features. **Resolved V0.8-beta-r262**
- More than one instance of the Options, Add Single, Add Order, and About dialog box can be opened at a time. Also, they do not automatically close when the application closes. **Resolved V0.8-beta-r262**

July 1, 2014 -

- Products with a download link listed as “E-mail notification” will not be added to the list of download items. This is due to the way the order is obtained from the server. These products can be entered using the single item add feature once the email containing the download link is received.

July 10, 2014 :

- The Add Order toolbar button may get hidden on certain operating systems. Action > Add > Order may be used instead. **Resolved V0.8-beta-r262**

July 15, 2014 :

- The Import menu item does not do anything when selected. **Resolved V0.8-beta-r262**

October 22, 2014 :

- Download items that end up in an error status cannot be started over without reloading the item into the application. **Resolved V0.9.0**
- There is not a method to obtain the download link for an item. **Resolved V0.9.0**

November 20, 2014 :

- On Macintosh computers running OSX, the application displays an insufficient privileges error and fails to run. **Resolved V0.9.0**

December 4, 2014 :

- When launching from Safari, on Macintosh computers, the application displays an insufficient privileges error and fails to run, even with the latest Java version. This is due to a security setting in Safari. To change the setting go to Safari>Preferences. On the Security tab, choose Internet plugins: Manage website settings. Under the Java plugin, select viewer.nationalmap.gov website. Select “Allow Always” and “Run in Unsafe Mode” from the drop-down box. Choose Trust on the dialog that appears and exit out of Preferences.
- Safari for Windows and Chrome for Mac do not support Java, so the application cannot be launched from this platform/browser combination.

January 8, 2014 :

- On Macintosh computers, the *Saved* column indicates files are done, but the *Status* column still shows “Processing”. These files will not open, because they are not being downloaded completely.

